

Division of Licensing and Protection

HC 2 South, 280 State Drive

Waterbury, VT 05671-2060

<http://www.dail.vermont.gov>

Survey and Certification Voice/TTY (802) 241-0480

Survey and Certification Fax (802) 241-0343

Survey and Certification Reporting Line: (888) 700-5330

To Report Adult Abuse: (800) 564-1612

August 4, 2016


Ms. Amy Beer, Manager  
Waterford Group Home  
659 High Ridge Road  
Waterford, VT 05819

Dear Ms. Beer:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **July 5, 2016**. Please post this document in a prominent place in your facility.

We may follow-up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

Sincerely,



Pamela M. Cota, RN  
Licensing Chief

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  0162	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED  C 07/05/2016
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

WATERFORD GROUP HOME

659 HIGH RIDGE ROAD  
WATERFORD, VT 05819

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
R100	Initial Comments:  An unannounced onsite investigation into a facility self-reported incident was conducted by the Division of Licensing and Protection on 7/5/16. The following are regulatory findings.	R100		
R224 SS=G	VI. RESIDENTS' RIGHTS  6.12 Residents shall be free from mental, verbal or physical abuse, neglect, and exploitation. Residents shall also be free from restraints as described in Section 5.14.  This REQUIREMENT is not met as evidenced by: Based on record review and staff interview, the home failed to ensure that all residents were free from abuse for one resident sampled. (Resident #1) Findings include:  Per record review, Resident #1 is cognitively impaired and not able to be interviewed. On the night of 6/23/16, the Manager of the home received a call from the staff person alone on duty for the overnight shift. The staff person was upset, and told the Manager that they needed to leave their shift. When the Manager arrived to take over, there was no reason given, however the Manager took over the night shift and the employee left. The following day, the spouse of the employee called the Manager of the home to report that their spouse had confessed to beating Resident #1 with a hairbrush. The Manager contacted their supervisor, and an incident report was written, and reported to the state as required. The employee was terminated immediately. These events were confirmed by the Manager on	R224	see attached	

Division of Licensing and Protection

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

STATE FORM

6899

XOD211

If continuation sheet 1 of 2

 Senior Director of Licensed Residential Services

7/29/16

R224 - R291 POCs accepted 8/3/16 K Campos/PMC

Division of Licensing and Protection

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R224	Continued From page 1  7/5/16, as well as the confirmation that Resident #1 had marks on their body from the hairbrush bristles.	R224		
R291 SS=F	IX. PHYSICAL PLANT  9.6 Plumbing  9.6.d Hot water temperatures shall not exceed 120 degrees Fahrenheit in resident areas.  This REQUIREMENT is not met as evidenced by: Based on observation and staff interview, the home failed to ensure that hot water temperatures remained within safe limits. Findings include:  Per observation on 7/5/16 at 10:00 AM, hot water temperatures in the downstairs bathroom used by residents was 137 Degrees F. The upstairs bathroom was the same temperature. Per interview with the home's Manager, they confirmed that the water temperatures were reading 137 Degrees F. The Manager stated that there had been work done on the pipes and septic, and that someone had turned it up. The Manager was able to reduce the temperature of the hot water into safe ranges below 120 Degrees F., by turning it down and draining the stored water, within an hour.	R291	See attached	

**Facility:** Waterford Group Home

**Investigation Date:** January 19, 2016

**R224 VI. RESIDENT'S RIGHTS**

**6.12**

The Waterford Group Home was found to be in full compliance with applicable staff background check policies and regulations, as well as in those related to staff training in the areas of abuse reporting and prevention, and resident's rights. There was no current or historical information, documented or observed, that indicated the individual's capacity to engage in such a behavior.

Plan of Correction:

- The Waterford Group Home terminated the responsible employee and reported the incident to Adult Protective Services (Completed)
- The Home will continue to adhere to regulations pertaining to staff training, background checks, and managerial oversight (Ongoing)
- The Residential Manager will continue to ensure that staff are aware of their ability to access the EAP (Ongoing)
- The Licensee will complete informal periodic reviews to ensure ongoing regulatory compliance (Ongoing)

**R291 IX PHYSICAL PLANT**

**9.6 Plumbing**

Plan of Correction:

- The Residential Manager will ensure that water temperatures are tested routinely and do not exceed 120 degrees. Additional testing will be completed immediately following any plumbing or heating maintenance or repair (immediate)
- The Licensee will complete informal periodic reviews to ensure ongoing regulatory compliance